

# **VIRGINIA Relay Service**

## **January, 2003**

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### **Commendations**

**Voice January 2, 2003**

The customer commended the CA for being helpful.

**Category:** CA/OPR Related

**Voice January 7, 2003**

The customer commended the CA for speaking with good intonation.

**Category:** CA/OPR Related

**TTY January 7, 2003**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**TTY January 8, 2003**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**Voice January 14, 2003**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**TTY January 15, 2003**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**TTY January 17, 2003**

The customer commended the CA for being helpful.

**Category:** CA/OPR Related

**Voice January 19, 2003**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**Voice January 19, 2003**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**Voice January 23, 2003**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**Voice January 23, 2003**

The customer commended the CA for being helpful.

**Category:** CA/OPR Related

**Voice January 26, 2003**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**Voice January 28, 2003**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY January 28, 2003**

The customer commended the CA for being helpful.

**Category:** CA/OPR Related

**TTY January 28, 2003**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY January 29, 2003**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**Voice January 30, 2003**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY January 31, 2003**

The customer commended the CA for relaying a name accurately.

**Category:** CA/OPR Related

**Voice January 31, 2003**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

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## Complaints

**TTY January 8, 2003**

The customer complained the CA did not continue placing collect calls to the number requested.

**Category:** Scope of Service

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Explained the policy regarding attempts made for collect calls. Customer made threatening remarks to the CA and supervisor.

**Contact Closed:** January 9, 2003

**TTY January 14, 2003**

The customer complained that when she calls into relay CAs always ask for the number she is calling from.

**Category:** Other (Equip)

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Referred the customer to our Technical Support for further assistance.

## Inquiries/Comments

### Voice January 1, 2003

The customer wanted to set up a Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Entered the profile for the customer.

**Contact Closed:** January 7, 2003

### Voice January 2, 2003

The caller had questions about relay.

**Category:** Explain Relay

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** January 3, 2003

### Voice January 8, 2003

The caller does not want any relay calls placed to his/her number.

**Category:** Other

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Made several attempts to reach the customer to discuss his problem. The customer could not be reached.

**Contact Closed:** January 9, 2003

### Voice January 11, 2003

The customer inquired what languages can be used for relay calls.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained relay offers service in English and Spanish. Referred the customer to the Language Line for further assistance.

**Contact Closed:** January 12, 2003

### Voice January 11, 2003

The customer requested Virginia Relay brochures.

**Category:** Outreach/Marketing

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Mailed the brochures to the customer.

**Contact Closed:** January 12, 2003

### Voice January 14, 2003

The caller requested information on the relay service.

**Category:** Explain Relay

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** January 14, 2003

**Voice January 17, 2003**

The caller asked where or how to obtain a TDD/TTY.

**Category:** TTY Distrib/Purchase

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** January 17, 2003

**TTY January 18, 2003**

The customer wondered if he could program his TTY to automatically dial relay.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Suggested the customer check his equipment for speed dialing options. Referred him to VDDHH for additional assistance.

**Contact Closed:** January 18, 2003

**TTY January 22, 2003**

The caller requested information on 2-line VCO calls.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained the 2-line VCO calls process and the VCO feature. Referred her to VDDHH for additional assistance.

**Contact Closed:** January 22, 2003

**Voice January 22, 2003**

The caller requested information on the relay service.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** January 22, 2003

**Voice January 22, 2003**

The caller requested information on the relay service.

**Category:** Explain Relay

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained relay and AT&T IP Relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** January 22, 2003

**TTY January 23, 2003**

The customer wanted to set up a Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Entered the profile as requested.

**Contact Closed:** January 28, 2003

**Voice January 23, 2003**

The customer requested information on AT&T IP Relay.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained how IP relay can be used to place relay calls.

**Contact Closed:** January 24, 2003

**Voice January 24, 2003**

The caller had questions about using a new TTY phone.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Briefly explained how to use the phone, and referred the caller to VDDHH and the relay website for additional information.

**Contact Closed:** January 25, 2003

**Voice January 24, 2003**

The customer reported that her number is listed incorrectly with 411.

**Category:** Other

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Forwarded the customer's comments to AT&T Information Services.

**Contact Closed:** January 25, 2003

**TTY January 28, 2003**

The caller does not want any relay calls placed to his/her number.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Implemented the block as requested.

**Contact Closed:** January 29, 2003

**Voice January 29, 2003**

The customer requested assistance testing her companies TTY line.

**Category:** Outreach/Marketing

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Assisted customer in testing the equipment.

**Contact Closed:** January 29, 2003

**Voice January 30, 2003**

The caller requested information on the relay service.

**Category:** Explain Relay

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Explained relay.

**Contact Closed:** January 30, 2003

**Voice January 31, 2003**

The caller requested information on the relay service for her father who is Deaf/Blind.

**Category:** Explain Relay

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing and another state agency for assistance.

**Contact Closed:** February 4, 2003